



**PEER MENTORING SCHEME
SUPPORTED BY HOUSING CORPORATION**

SERVICE LEVEL AGREEMENT

This Agreement is made on 11th July 2008

between

A) Bolton at Home

And

B) Nottingham City Homes

Background

Nottingham City Homes has agreed to participate in the Peer Mentoring Scheme to assist in the development of its Resident Involvement under the management of Bolton at Home in relation to this project as detailed in the Beacon Peer Mentoring Scheme Application Form at Annex A.

The Scheme is intended as a partnership between two organisations in which the mentor offers guidance, coaching and support in the form of pragmatic and objective assistance to address issues and areas for improvement identified by the mentee.

The signatories to this Agreement undertake to proceed under the terms and conditions numbered below.

1. Duration of the Project

1.1 The commencement date of this Agreement, and of the project, is 11th July 2008 and the project must be completed by 31st December 2008.

2. Management of the Project

- 2.1 The general framework of the project will be as outlined in Section D1 of the mentee's application form in **Annex A.** and **Appendix 1**
- 2.2 It is understood that within this framework the mentee is entitled to refine, focus and/or change outputs or outcomes, as specified in **Appendix 2**, subject to the agreement of the IHS Beacon who will ensure that they are of sufficient standard within the Scheme.
- 2.3 Once the programme is agreed, should the mentee wish to add to the programme of work in light of changed circumstances it will be subject to the agreement of the IHS Beacon.
- 2.4 The IHS Beacon will undertake the project with all due skill and care in accordance with but not limited to good local government practice and to their own established procedures.
- 2.5 It will be the responsibility of the IHS Beacon to provide the equivalent of not less than 15 (fifteen) days mentoring activities which may be one-to-one or group mentoring with elected or board members, officers, residents or key stakeholder partners as appropriate and in whatever format is agreed eg. face-to-face, e-mail, telephone, events organised by IHS Beacon etc.

3. Cost of the Project

The IHS Beacon will be supported by a grant from the Tenant Empowerment Programme for mentoring activities and for travel or other expenses.

- 3.2 The mentee will provide a venue free of charge for any meetings and any visits to the IHS Beacon offices or other venues will be by prior arrangement.

4. Evaluating the Project

- 4.1 The mentee organisation will be required to assist the Tenant Participation Advisory Service (TPAS) to independently evaluate its level of Resident Involvement immediately prior to the commencement of the project.
- 4.2 TPAS will further evaluate at completion of the project delivery of the mentee's agreed outputs and outcomes, any future targets for improving Resident Involvement and over-all satisfaction with the project.

4.3 TPAS will then submit its draft evaluation to Bolton At Home for presentation to the mentee. The evaluation will then form part of the draft final report which will again be presented to the mentee for comment prior to the final report being prepared for submission to the Housing Corporation. The mentee will not be identified by name in the final report.

5. Termination and Expiry of Agreement

5.1 The Agreement will terminate if the mentee withdraws from the project or there is any material breach that cannot be remedied and any sums remaining unspent will be reported to the project co-ordinator at Bolton At Home.

5.2 Should the Agreement terminate before the end of the project TPAS will only carry out its final evaluation with the agreement of the mentee and subject to approval by Bolton at Home.

6. Disagreement Resolution

5.1 In the event of disagreement between the mentee and Bolton at Home regarding any aspect of the project, the issue/s shall be referred to the project co-ordinator at Bolton At Home.

7. Confidentiality

7.1 The mentoring relationship is confidential and any requirement to keep confidential any information designated as such shall be respected.

8. Publicity

8.1 A number of statements will be agreed with the mentee and may be used for promotion and publicity purposes by the mentee, the Housing Corporation, CLG, IDeA and/or the IHS Beacon councils.

SIGNED

as an authorised signatory
for and on behalf of Nottingham City Homes

Name.....

Position.....

Date.....

SIGNED

as an authorised signatory
for and on behalf of Bolton at Home

Name.....

Position.....

Date.....

Appendix 1

Issues and areas for improvement as identified by the mentee:

- 1. Tenant & Leaseholder Marketing**
- 2. Ensuring that a resident involvement culture is embedded within the organisation which represents value for money**
- 3. Evaluating processes and procedures which are in place**
- 4. Gather appropriate information to facilitate structures and forums representative of the organisation's customers**
- 5. Build confidence and trust with tenant and leaseholder representatives**
- 6. Build on partnership working**
- 7. Address involvement of non NCH Tenants & Leaseholders**
- 8. Explore Neighbourhood panels**

Appendix 2

Expected outputs or outcomes as identified by the mentee and agreed with the mentor:

1. Outcome

Bolton at Home (BAH) to share its' marketing approach and support Nottingham City Homes (NCH) to develop a tenant & leaseholder marketing plan

Output

BAH's Customer Involvement Manager to liaise with NCH re the development of a marketing plan and in particular with regards to the BAH Customer Involvement Pack

2. Outcome

BAH key decision makers to share best practice at a strategic level with NCH key decision makers and BAH operational staff to share best practice with NCH operational staff

Output

BAH Chief Executive Officer to meet with NCH Chief Executive Officer to develop relationships and share best practice in relation to embedding a resident involvement culture and one which represents value for money within the organisation

BAH key operational managers to meet with NCH key operational managers to share best practice in relation to embedding a resident involvement culture which represents value for money within the organisation

3. Outcome

BAH to share their processes and procedures for evaluating Customer Involvement and in particular how BAH evidence their findings

Output

Customer Involvement Team Leader to peer mentor Tenant & Leaseholder Manager

on a one to one basis.

4. Outcome

NCH will be equipped with further knowledge to incorporate a variety of involvement mechanisms taking into account BAH's methods and approach to Demographic Profiling

Output

- Observe tools and techniques for involving customers and in particular hard to reach groups
- Introduce NCH to BAH's demographic profiling processes

5. Outcome

BAH key decision makers to share best practice with NCH key decision makers

Output

BAH Chief Executive Officer to meet with NCH Chief Executive Officer to develop relationships and share best practice in relation to building confidence and trust with tenant and leaseholder representatives

BAH Board Members to meet with NCH Board Members to develop Relationships and share best practice in relation to building confidence and trust with tenant and leaseholder representatives

6. Outcome

BAH to share its' partnership working practices with NCH

Output

BAH to present examples of partnership working at all levels of the Organisation and to share with NCH the processes used to develop these Partnerships

7. Outcome

NCH to address involvement of non tenants and Leaseholders with BAH at all organisational levels

Output

BAH Officers, Board Members and Tenants to include as an agenda item for discussion with NCH at appropriate visits

8. Outcome

NCH to share BAH's knowledge and experience regarding Neighbourhood panels

Output

- NCH key staff and Chairs/Vice Chairs of NCH Area Panels to meet with BAH
- NCH to share Bolton At Home's experience